

## HUB REVIEW FINDINGS - PLEASANT HILL BART STATION

### Date of Hub Review:

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### Participants:

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### Existing Hub Conditions:

The Pleasant Hill BART Station is one of the original BART stations that has been in operation for over thirty years. The station is located in Central Contra Costa County adjacent to the cities of Concord, Pleasant Hill and Walnut Creek and is within the Contra Costa County Specific Plan Redevelopment Area. While there have been numerous transit operations, station access and customer improvements at the station over the years, the most significant improvements are currently underway. In the Redevelopment Areas surrounding the station, approximately 1.9 million square feet of commercial office and retail space and 2,200 residential units have been completed in the past ten years. In the next ten years it is anticipated that an additional 225,000 square feet of office/retail and 549 residential units will be completed on the station site. With the completed developments there have been some improvements to transit and station area connectivity. However, the transit operators and customers they serve would still benefit from improved wayfinding, customer information and real-time signage. The pending developments present an opportunity to complete such connectivity improvements.

This transit hub is served by BART, Benicia Breeze (Benicia Transit), County Connection (Central Contra Costa Transit Authority), Fairfield/Suisun Transit (FST), and Wheels (LAVTA) transit agencies.

## CORRECTIVE ACTIONS

### WAYFINDING:

One element of success for the new transit oriented community is improved station access and connectivity for customers and visitors. Consequently, it is important to develop a wayfinding sign program that will connect the redesigned BART station and bus intermodal facility with the surrounding roadways, pedestrian and bicycle entries and new commercial and residential developments. A comprehensive wayfinding sign program would create a consistent, easy to read, easy to find hierarchical set of information that would allow passengers to flow from entries to transit services to exits in a convenient and accessible manner. Contra Costa County, the project developer and the transit agencies must all participate in the development of such a wayfinding program to make it successful and usable by customers and residents.

## HUB REVIEW FINDINGS - PLEASANT HILL BART STATION

Wayfinding program corrective actions should include but are not limited to:

### Identification of station or transit operator

- Add station name to BART logo signs and front and sides of station. Include logos for other transit operators (see checklist questions #1, 5; photo #1, 2);
- Install pathfinder signs from I-680, surrounding streets, pedestrian ways and regional bikeways. (see checklist questions #2, 3, photo #3);
- Add bus operators logos for County Connection, Benicia Breeze, FST and Wheels transit agencies at hub entries and BART faregate exits (see checklist questions #6, 7; photo #4);

### Moving around or entering or exiting the station

- Install signs at all decision points in the hub which direct passengers between BART, County Connection, Benicia, FST and Wheels transit services, ticket machines, RTIC's, bicycle facilities, and delineates the accessible pathway. Locations would include:
  - Station entrances/exits (see photo #1);
  - RTIC and ticket machines (see photo #5);
  - Between BART and bus intermodal (see photos #4, 6).
- Use a consistent set of graphics, fonts, and colors for directional signs (see checklist questions #10 - #15);
- Include operator logo on all directional signs. Operator logos on directional signs would help users find their desired bus stop (see checklist question #6);
- Use a consistent and bold arrow design at all decision points (see checklist question #16);
- Add international icons and symbols where appropriate;
- MTC will work with a transit operator who will take the lead on the development of a comprehensive and consistent wayfinding sign program, including providing funding for program development and P S & E costs.

### Identification of where to board or wait for transit

- Install bolder bus stop identification for transit operators (see checklist question #17, 21; photo #4);
- Provide schedule information for all bus transit operators at bus stops/shelters. Insure that information is maintained and replaced as needed (see checklist questions #20, 25; photo #7);
- Install consistent Braille signs on all bus stop poles and/or shelters. Use mounting hardware that allows for changeable route information (see checklist question #23).

## HUB REVIEW FINDINGS - PLEASANT HILL BART STATION

### CUSTOMER INFORMATION:

Customer information at this hub is not consistent, presentation is not well organized and sometimes it is hard to find. Customer information displays should be coordinated with the new wayfinding sign program at key locations within the facility. With completion of the new transit village, new customer information displays should be centrally located to accommodate connection to all transit services. The new program would address, but not be limited to the following customer information elements:

#### Regional Transit Information (RTIC)

There is currently no RTIC at this station.

- The RTIC(s) would include
  1. The regional 511.org transit map; and
  2. Subregional or system map for local operators.
- Establish three locations in the hub where RTIC(s) could be provided including:
  - Central location near BART faregates (see photo #5);
  - Central location near existing and future bus platforms (see photo #4);
  - Central location in the new pedestrian plaza and integrated into the new transit village development.
- Combine RTIC installation with local transit/customer information wherever possible (see checklist questions #28 - 33);
- Use consistent graphics, message and hierarchy of information that promotes 511.org and local operator information (see checklist questions #26 and 27).

#### Local Transit Information

- Local transit information would include:
  1. Subregional or system map for local operators;
  2. Schedules and service hours;
  3. Fares and specific system information;
  4. Hub layout map; and
  5. Local vicinity map.
- These displays should be combined with RTICs where possible. See locations noted above.

## HUB REVIEW FINDINGS - PLEASANT HILL BART STATION

### REAL-TIME SIGNAGE:

#### Existing Real-Time Signage

Existing real-time signs are located at the BART platforms and at the station agent's booth. Currently the sign at the agent's booth reports on the status of station elevators throughout the BART system (see photo #8).

#### Future Real-Time Signage Installations

- With the development of the new transit village it is recommended that real-time transit information be provided at a central location outside the BART faregates in the new pedestrian plaza (see checklist questions #38 and 39).

MTC Regional Transit Hub Performance Review Project

## HUB REVIEW FINDINGS - PLEASANT HILL BART STATION

### STATION PHOTOGRAPHS



1. Main station entrance



2. Lack of signage at side entrance



3. Pedestrian entrance from neighborhoods. In addition, existing bus intermodal facility lacks station entry and connecting transit information.



4. Lack of bus operator logos at existing bus intermodal facility.

MTC Regional Transit Hub Performance Review Project

## HUB REVIEW FINDINGS - PLEASANT HILL BART STATION



5. BART faregate exit. Lacks directional signs.



6. BART Station exit; directions to taxi and passenger drop-off. Signs and arrows are not consistent with other graphics and lacks directions to connecting transit.



7. Existing bus shelter at intermodal. Lacks adequate customer information.



8. BART Station station agent's booth with real-time sign and bus schedule information.



MTC Regional Transit Hub Performance Review Project

## HUB REVIEW FINDINGS - PLEASANT HILL BART STATION



9. Existing BART information kiosk.



10. Existing County Connection bus schedule information. Lacks Braille sign.



11. Existing County Connection bus stop flag.



12. Existing Benicia Breeze, FST and Wheels bus stop flags.

MTC Regional Transit Hub Performance Review Project  
HUB REVIEW FINDINGS - PLEASANT HILL BART STATION



13. Existing BART platform directional signs. Not consistent with other graphics and arrows.



14. Existing directional sign?



15. Parking structure entry. Improve station name and logo.



16. Construction of new parking structure for future transit village.



MTC Regional Transit Hub Performance Review Project  
**HUB REVIEW FINDINGS - PLEASANT HILL BART STATION**

Hub Review Checklist Summary			
			WAYFINDING
Yes	No	N/A	
			<b>Identification of station or transit operator</b>
5	6		<ol style="list-style-type: none"> <li>The hub is clearly identified, visible from surrounding roadways by vehicular and pedestrian traffic. <ul style="list-style-type: none"> <li>Overall the station lacks good entry signs; need station name and logo on front of parking structure, drop-off signs for parking and bike routes, entry signs for pedestrians from all points of entry;</li> <li>Lighting is needed for many signs;</li> <li>Bike signs are pending for access to regional trail.</li> </ul> </li> </ol>
2	10		<ol style="list-style-type: none"> <li>Entrances into the hub are clearly identified, visible from approaches by vehicular and pedestrian traffic. <ul style="list-style-type: none"> <li>Improve station name on east side of station; okay for vehicles but not good for pedestrians and bicyclists.</li> </ul> </li> </ol>
2	10		<ol style="list-style-type: none"> <li>Transit operators serving the hub are clearly identified at the entrances with their logo and name. <ul style="list-style-type: none"> <li>BART is well identified; 24-hour parking restriction signs are prominent;</li> <li>Bus shelters need better signs, logos and connecting service information.</li> </ul> </li> </ol>
3	7		<ol style="list-style-type: none"> <li>Station identification reinforces information on printed maps and schedules. <ul style="list-style-type: none"> <li>BART name is consistent on printed material.</li> </ul> </li> </ol>
2	9		<ol style="list-style-type: none"> <li>Station name is identified on the entrance sign along with agency logo. <ul style="list-style-type: none"> <li>At numerous entrances inconsistent use of logos;</li> <li>Name is visible at BART fare machines;</li> <li>Limited connecting transit operator names and logos.</li> </ul> </li> </ol>
			<b>Moving around or entering or exiting the station</b>
Yes	No	N/A	
1	10		<ol style="list-style-type: none"> <li>Agency logos are included with names on directional signs within the facility. <ul style="list-style-type: none"> <li>BART logo is on parking structure walls;</li> <li>Limited directional signs and no logos on the east side.</li> </ul> </li> </ol>
1	11		<ol style="list-style-type: none"> <li>Turnstile level street exit directional signs also include connection agency names and logs. <ul style="list-style-type: none"> <li>Taxi boarding area is clearly identified;</li> <li>No directional signs to bus platforms and bike trails.</li> </ul> </li> </ol>
1	9		<ol style="list-style-type: none"> <li>Vital connections information is grouped together on signs. <ul style="list-style-type: none"> <li>Some signs to County Connection and taxis need improvement;</li> <li>Insufficient signs to connecting buses.</li> </ul> </li> </ol>

## HUB REVIEW FINDINGS - PLEASANT HILL BART STATION

0	11		<p>9. Connection directions are provided at each decision point and there are no gaps in the connection directional information flow.</p> <ul style="list-style-type: none"> <li>Many gaps and not consistent;</li> <li>No clear direction to connecting buses or access to the regional pedestrian and bike trail.</li> </ul>
0	11	1	<p>10. Exiting directional signs list a hierarchy of the popular destinations and connecting services to reach these destinations.</p> <ul style="list-style-type: none"> <li>Minimal.</li> </ul>
0	7	3	<p>11. Where connecting transit service is not within the station, clear directional signage (including walking distance) is provided to these services. All sign placement complies with 2004 ADAAG guidelines.</p> <ul style="list-style-type: none"> <li>Not found.</li> </ul>
2	2	8	<p>12. In stations with multiple track/gate or train/ferry service, confirmation of agency, destination, and real-time departure is associated with those services.</p> <ul style="list-style-type: none"> <li>BART schedules are clearly posted;</li> <li>Also real-time signs on BART platforms give train, time and other important information.</li> </ul>
1	5	1	<p>13. Clear sightlines are maintained to signs and all sign placement complies with 2004 ADAAG guidelines.</p> <ul style="list-style-type: none"> <li>Not in bus loading areas;</li> <li>Some landscaping obscures some signs.</li> </ul>
0	11	1	<p>14. Exiting connection information is color-coded to emphasize and make it easier to find directions and connections.</p> <ul style="list-style-type: none"> <li>No regional map on BART platform;</li> <li>Need a standard throughout BART.</li> </ul>
4	5	1	<p>15. Signs are legible with adequate message size appropriate for viewing distance, proper contrast ratios, and illumination levels.</p> <ul style="list-style-type: none"> <li>Signs are legible and easy to read;</li> <li>Not enough clear signs to connecting transit.</li> </ul>
2	7	1	<p>16. Arrows are of consistent design and are bold in visual balance with text and are closely associated with their messages.</p> <ul style="list-style-type: none"> <li>Inconsistent.</li> </ul>

MTC Regional Transit Hub Performance Review Project  
**HUB REVIEW FINDINGS - PLEASANT HILL BART STATION**

			Identification of where to board or wait for transit
Yes	No	N/A	
7	5		<b>17.</b> Transit boarding platforms are clearly and boldly identified. <ul style="list-style-type: none"> <li>• Clear on BART platform, shows train length and direction;</li> <li>• Signs to BART platforms 1 &amp; 2 are confusing;</li> <li>• Bus platforms are unclear and there are few signs which direct passengers to the different connecting buses.</li> </ul>
3	5	3	<b>18.</b> Where a particular transit route utilizes different boarding points for opposite directions of travel, directional signage is provided to the different boarding point including platform route number, name, and route terminus (a place name). <ul style="list-style-type: none"> <li>• Some signs are in blue which is not consistent with other signs;</li> <li>• Signs should include bike loading information.</li> </ul>
3	7	1	<b>19.</b> At commuter rail, ferry terminals or bus stations, the boarding area identification number is large and bold with service agency, destination, number, and "real-time" departure is provided. <ul style="list-style-type: none"> <li>• Real-time signs at BART platforms and at station agent's booth;</li> <li>• No real-time information in bus areas, this could be improved.</li> </ul>
4	5		<b>20.</b> Schedule frequency and last departure information are provided at transit boarding platforms and are consistent with 2004 ADAAG guidelines. <ul style="list-style-type: none"> <li>• Good for BART;</li> <li>• In consistent for buses and may not meet 2004 ADAAG guidelines.</li> </ul>
6	5		<b>21.</b> Bus stop signs have agency logos large and bold. <ul style="list-style-type: none"> <li>• Flag sign only, need better identification;</li> <li>• Signs are too small.</li> </ul>
3	5	1	<b>22.</b> Bus stop signs have accessibility and parking restrictions as auxiliary signs below the basic bus stop signs.
10	1		<b>23.</b> Bus route identification on bus stop signs comply with 2004 ADAAG Guidelines - minimum 2" route number character height. <ul style="list-style-type: none"> <li>• Good for the most part but not consistent.</li> </ul>
10	3		<b>24.</b> Bus stop sign faces are visible from each approach direction. <ul style="list-style-type: none"> <li>• Yes for County Connection;</li> <li>• No for Wheels, FTS and Benicia Breeze.</li> </ul>
4	7		<b>25.</b> Bus shelters have associated bus stop signs which are consistent with the design guidelines described in this checklist. <ul style="list-style-type: none"> <li>• Not consistent;</li> <li>• Improve connection information and schedule information;</li> <li>• Create a new bus intermodal as a part of the new development that meets all of the Regional Connectivity design and wayfinding criteria.</li> </ul>

MTC Regional Transit Hub Performance Review Project  
**HUB REVIEW FINDINGS - PLEASANT HILL BART STATION**

			CUSTOMER INFORMATION
Yes	No	N/A	
			<b>Regional Transit Information (RTIC)</b>
0	9	3	<b>26.</b> Transit information in Regional Transit Information Display Cases is accurate and easy to read. <ul style="list-style-type: none"> <li>No RTICs;</li> <li>Integrate new RTICs with new development at pedestrian plaza, bus platforms and in BART station. This is critical.</li> </ul>
1	8	3	<b>27.</b> Transit operator and route maps for the nine-county San Francisco Bay Area are posted in the Regional Transit Information Display Cases. <ul style="list-style-type: none"> <li>No RTIC.</li> </ul>
			<b>Local Transit Information</b>
0	8	3	<b>28.</b> Hub specific information is provided in a case adjacent to the Regional Transit Information Display Case and at other critical locations at the hub. <ul style="list-style-type: none"> <li>None available, this will be critical with new development.</li> </ul>
0	11		<b>29.</b> Hub layout maps are provided in the hub information display case. <ul style="list-style-type: none"> <li>None available, this information will help build success or the new transit village.</li> </ul>
0	9		<b>30.</b> Map of hub vicinity with landmarks and attractions is posted in the hub information case. <ul style="list-style-type: none"> <li>Local area map is needed.</li> </ul>
6	5		<b>31.</b> Posted transit information (i.e. maps, schedules) is well maintained, accurate and easy to find. <ul style="list-style-type: none"> <li>Some are posted by the station agent's booth;</li> <li>Information kiosks also have some available.</li> </ul>
6	8		<b>32.</b> Schedules, fare, transfer information and hub layout maps are located near bus stops and loading platforms. <ul style="list-style-type: none"> <li>Yes, at station agent's booth;</li> <li>The new station design should address these criteria.</li> </ul>
4	5		<b>33.</b> Printed schedules and maps distributed at the hub contain accurate information and are consistent with the information provided in the Regional Transit Information Display Cases. <ul style="list-style-type: none"> <li>Yes for BART, limited for County Connection;</li> <li>No Wheels information available</li> </ul>



MTC Regional Transit Hub Performance Review Project

## HUB REVIEW FINDINGS - PLEASANT HILL BART STATION

			REAL-TIME SIGNAGE
Yes	No	N/A	
			Existing Real-Time Signage
5	5		34. Real-time signage is provided at the hub.
			35. Location of signs (indicate on station diagram). <ul style="list-style-type: none"> <li>BART platform and station agent's booth.</li> </ul>
			36. Description and photo of signage types.
			37. Identification of transit services included on real-time signage (Include operator and mode). <ul style="list-style-type: none"> <li>Next train, time, system safety and transit information.</li> </ul>
			Future Real-Time Signage Installations
			38. Describe location(s) for future real-time signage locations (indicate on station diagram). Refer to Appendix A Real-Time Technology Guidelines page A-24 <ul style="list-style-type: none"> <li>Need next bus information for all connecting bus operators at a central location outside the BART faregates, possibly in the new pedestrian plaza;</li> <li>Integrate real-time with new transit village development and at bus platforms.</li> </ul>
			39. Describe transit services that would be included in real-time signage displays. Refer to Appendix A pages A-24-26. <ul style="list-style-type: none"> <li>Next bus, time, destination, safety and service change information.</li> </ul>